

**What features and functionality will I lose?**

- All Bill Pay features and functionality will be available.

**Are there any changes in how I, or our administrators, will access Bill Pay?**

- Yes. Bill Pay administration, (adding users) is no longer managed in Bill Pay, this will be managed in Online Banking. Please contact our Client Solutions Center at 813.872.1200 to enroll additional users in Commercial Bill Pay.

**Will my bill payment be disrupted?**

- No. This is not a conversion, all pre-scheduled payments will proceed as normal.

**Will there be downtime?**

- Yes. Access to Commercial Bill Pay will be restricted between 6pm, Tuesday 9/16, and Thursday, 9/18 at 8 a.m. No prescheduled bill payments will be impacted.

**Will I be required to use a new login?**

- Yes. You will now use an online banking login ID to sign in to Bill Pay. An online banking login ID must be established before access can be granted to Bill Pay.

**Will my password change?**

- You will no longer be able to utilize your Bill Pay password. On September 18, you will sign in with your Bank of Tampa online ID and password.

**Will I lose history?**

- No. This is not a conversion. If you previously had multiple Bill Pay logins, a member of The Bank of Tampa team should have already contacted you. You unfortunately, will lose access to the deactivated login history, however, our Client Solutions Center (813.872.1200) will be able to retrieve it for you if requested.

**If I have an issue on or after go-live, who should I contact?**

- Please contact our Client Solutions Center at 813.872.1200.